

Student Complaints Log 09'

7-22-08	09-S101	Collins College	J.B.	Student signed up for animation program and placed in dif. Program Wants a refund	C.C. forwarded to full Board for review. Closed w/ no violations 1-29-09
8-15-08	09-S102	University of Phoenix	J.O.	Teacher Certification	C.C. forwarded to full Board for review. Closed w/no Violations 4-20-09
8-18-08	09-S103	Anthem Online	H.M.	Refund due to on-line failures w/ school.	C.C. closed complaint with no violations 12-9-08
8-15-08	09-S104	Anthem Online	C.E.	Refund – Over charged	C.C. closed complaint with no violations 3-26-08
8-15-08	09-S105	SWCNM	E.A.	Published policy - GPA under 2.5	Closed 12-9-08 with 1 violations of the Refund policy. Consent agreement \$1000.00 Civil Pen.
8-19-08	09-S106	National Laser Institute	R.K.	Unable to get a job	waiting for Complainant to complete G.P. No violations found. Closed 3-26-09
8-25-08	09-S107	The Bryman School	M.J.	LOA/ Externship	CC closed with no violations 12-9-08
9-8-08	09-S108	Anthem Online	R.T.	Failure to comply w/published policy	C.C. forwarded to full Board for review. Board issued a letter of Concern 3-26-09
9-8-08	09-S109	U of Phx. Online	D.W.	F/A problems	CC found no violations closed 12-09-08 "Appeal to Board" Closed w/ no violations 1-29-09
9-11-08	09-S110	Prescott College	S.S.	School did not disclose the material in education would not qualify teaching credentials	CC. found no violations, issued letter of concern 12-9-08
11-4-08	09-S111	SWCNM	D.P.	Expulsion	CC. found no violations. Closed 12-9-08
1-9-09	09-S112	Universal Technical Institute MMI	E.B.	Teacher Classroom Issues	Board found no violations. Closed 3-26-09

2-1-09	09-S113	The Providence Institute	C.B.	Wrongful Termination	CC, requested more info. 3-26-09 Forwarded to Aug. Board meeting. 8-27-09 Issued LOC re: 32-3051(14) and refunded 1775.00 12-21-09 After discussion Board found that the student lacks the standing to appeal therefore the Board lacks jurisdiction to consider appeal. 12-21-09
2-2-09	09-S114	University of Phoenix	T.L.	Refund – computer issues	
2-3-09	09-S115	University of Phoenix	C.F.	ADA Policy Issues	
2-11-09	09-S116	Anthem Online	C.C.	Lack of Quality Instruction, student did not complete G.P. sent letter to student & school 4-15-09	Forwarded to Aug. Board meeting. 6-25-09 Cited Violation, Consent agreement and Order
4-20-09	09-S117	Scottsdale Culinary Inst.	D.M.	Terminated w/out following printed policy	Opened. No Violations Found. Closed, 6-25-09
5-5-09	09-S118	Grand Canyon University	A.S.H.	Refund issue	1 Violation; 32-305 1 (14); Issue a letter of concern 9-24-09.
5-21-09	09-S119	Grand Canyon University	R.S.	Refund, Scholarship.	Postponed until December 09 Meet. More information needed. 9-24-09 New info submitted – Board found no Violations. Complaint dismissed 12-21-09
5-22-09	09-S120	Grand Canyon University	N.C.	Refund, Scholarship	Dismissed w/ no violations. 9-24-09
6-22-09	09-S121	Collins College	G.P.	Failure to comply with cat. Failure to comply with Pre-rec's	Dismissed w/ no violations. 9-24-09 Student Appealing. After discussion Board found that the student lacks the standing to appeal therefore the Board lacks jurisdiction to consider appeal. 12-21-09
6-10-09	09-S122	CSI	T.S.	Externship	Recommend that the

					Board finds 1 violation; 32-305 1 (10); and return the money. 9-24-09 * Combined with 12/09 hearing. 12-21-09 Combined hearing of License denial and complaint. Findings: Multiple Violations.
6-3-09	09-S123	Kaplan University	A.A.W.	Enrollment process	
6-14-09	09-S124	HiTech/ Anthem	I.K.II	Inquiry # 09-I41 Accreditation concerns	Dismissed w. no violations. 9-24-09
6-15-09	09-S125	University of Phoenix	J.T.	Previously an inquiry Refund	Postponed until December 09 Meet. More information needed. 9-24-09 New info submitted, Board found no violations, Complaint Dismissed 12-21-09

Student Complaints Log 10'

7-21-2009	10-S101	The Refrigeration School	J.B.	Lack of quality instruction	Dismissed w/no violations 9-24-09
1-20-2010	10-S102	Everest College	T.C. & C. H.	Financial Aide issue	Dismissed w/ no Violations 3-25-2010
1-13-2010	10-S103	Apollo College	J.F.	Program	Pending
3-30-2010	10-s104	TechSkills	M.T.	Refund Issue	Complaint Committee dismissed complaint w/ no Violations 6-24-2010
5-20-2010	10-S105	Everest College	(5)	Instruction, Program Issue	Complaint Committee dismissed due to a lack of Jurisdiction – No G.P. 6-24-2010
5-20-2010	10-S106	Phoenix School of Law	J.H.	AAMPLE program - failure to follow administrative policy	Board postponed action at 6-24-2010. No violations found complaint dismissed 9-23-2010
6-3-2010	10-S107	Phoenix School of Law	D.M	Failure to follow administrative policy	No violations found, complaint dismissed 6-24-2010
12-20-09	10-S126	Apollo College	S.E.	No externship	Dismissed 3-295-2010 (See 09-S126)
6-29-2010	10-S108	Tucson College	ADSV	Sexual harassment allegations	No violations found, complaint dismissed 9-23-2010
6-29-2010	10-S109	DeVry University	O.F.	Refund issue.	School and student came upon a resolution at meeting. Board found no violations, complaint dismissed 9-23-2010
6-29-2010	10-S110	Northcentral University	A.M.	Grade dispute after a plagiarism accusation.	No jurisdiction over grade disputes. No violations found; complaint dismissed 9-23-2010.
6-29-2010	10-S111	Northcentral University	A.L.	Failure to follow published policy.	No violations found, complaint dismissed 9-23-20110

Non-Student Complaints Log 11'

10-4-2010	11-NS001	Computer Learning Center	State Board	Fraud allegations with WIA	CC Dismissed without prejudice 4-28-2011
10-6-2010	11-NS002	Training 2YOU	Board	Tuition Changes inconsistent	Dismissed with no Violations 2-14-2010
10-22-2010	11-NS003	NPTI	SETS	Use of certification thru parent company.	Postponed for more information. 12-14-2010
1-1-2011	11-NS004	Dunlap Stone	C.K	Certification of Schools students	Postponed
5-24-2011	11-NS005	GCU	Peeler- US Military	Financial Aide	6-27-2011 CC dismissed with no violations.
5-18-211	11-NS006	Dunlap Stone	Anonymous	Employee	Postponed till the Aug. Board Meeting
5-18-2011	11-NS007	Dunlap Stone	J.P.	Recruitment, Prieko, student	Postponed till the Aug. Board Meeting
5-21-2011	11-NS008	Alltrain Dental	State Board	Advertising	6-23-2011 Dismissed with no violations.
5-24-2011	11-NS009	Phoenix Computer Academy	State Board	100% Job Placement?	pending
5-25-2011	11-NS010	Techskills	Anonymous	Lack of Instructors	6-23-2011 CC imposed a 1000.00 Civil penalty and issued letter of concern/
6-3-2011	11-NS011	AZ School of Accupuncture & Oriental Med.	Student and Instructor	Lack of management Capabilities	No Violation found, board will monitor stability